@ BELLSOUTH   **Change Request Form**

Internal Reference # _____(1)   Date Change Request Submitted _5_/_11_/00(2)

☒ **TYPE 5 (CLEC**)   ☐ **TYPE 4 (BST)**   ☐ **TYPE 3 (INDUSTRY)**   ☐ **TYPE 2 (REGULATORY) (3)**

☐ **TYPE 6 (DEFECT) (3A)**

Company Name____AT&T_____(4)

CCM___Jill Williamson_____(5)   Phone__404-810-8562_____(6)

CCM Email Address _jrwilliamson@att.com_____(7)   Fax____404-810-8605_____(8)

Alternate CCM_ _____(9)   Alt Phone # _____(10)

Originator's Name __Jill Williamson_____(11) Phone__404-810-8562_____(12)

Title of Change __Order Tracking Request _____(13)

Category ☒ Add New Functionality   ☐ Change Existing (14) Desired Due Date _7_/_1_/_00 (15)

Originating CCM assessment of impact ☒ Major   ☐ Minor   ☐ None expected (16)

Originating CCM assessment of priority ☐ Urgent ☒ High   ☐ Medium   ☐ Low (17)

Interfaces Impacted (18)			
☐ Pre-Ordering	☒ Ordering	☐ Maintenance	☐ Manual
☐ LENS	☒ EDI ☒ LNP	☐ TAFI	
☐ TAG	☒ LENS	☐ EC-TA Local	
☐ CSOTS	☒ TAG		

Type Of Change - Check one or more, as applicable (19)			
☐ Software	☐ Hardware	☐ Industry Standards	☐ Defect
☐ Product & Services	☐ New or Revised Edits	☐ Process	
☐ Documentation	☐ Regulatory	☒ Other	

Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.) (20)

This request is to add functionality, similar to that provided by CSOTS, to track PONS/orders from the time the order hits BellSouth's gateway until the order is completed. This order tracking tool should be available electronically and should be centralized into a single source for CLECs to access. This tool will allow CLECs to track orders from the point of origination to order completion, minimizing the need for phone calls and inquiries between workcenters. **In today's environment, reps call to either gain clarification on an order, gain status of an order or to find out why a response hasn't been received. An order tracking system would allow CLECs to follow an order within BellSouth from the time it hits BellSouth's gateway until the order is completed with minimal disruption to the workcenters. Some examples of information that could be obtained would be the receipt and transmittal times from EDI to LEO to LESOG to SOCS and LNP to LAUTO to SOCS, status of the order, i,e, fell out of system, reason for fallout, time posted to worklist, time claimed by rep., time re-submitted by rep., etc. An additional function may be to allow the CLEC to issue a "trouble ticket" when a**

Attachment A-1

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**reject/clarification is received in error or when a clarification is unclear. BellSouth could then
assign a ticket number and respond to the CLECs trouble ticket.** The attached diagram depicts the
flow of information from BellSouth's systems into the proposed order tracker.

Known dependencies (21)
_____
_____

Additional Information ☐ Yes ☐ No (22)
List all business specifications and/or requirements documents included (or Internet / Standards location, if
applicable)
_____
_____

This Section to be completed by BCCM only.

Change Request Log #_____CR0040_____(23)   Clarification ☒ Yes   ☐ No (24)

Clarification Request Sent _06/02/00 (25)   Clarification Response Due _06/13/00_ (26)

Status _____RC_____(27)

Change Request Review Date _06/28/00 / 4/25/01 (28)   Target Implementation Date _____ (29)

Last Modified By _____BCCM_____ (30)   Date Modified _4/30/01_ (31)

Defect Validation Results: (32)
_____

Change Review Meeting Results (33)

3-15-01 Non-scheduled change request. Request to be re-prioritized at 3/28/01 meeting.

4-30-01 CR prioritized on 4-25-01. Refer to "Release Prioritization Ranking" on CCP Web site.

Canceled Change Request ☐ Duplicate ☐ Training ☐ Clarification Not Received

☐ Cancellation by BellSouth (34) _____
_____

Cancellation Acknowledgment CLEC _____   BST _____   Date ___/___/___ (35)

Request Appeal ☐ Yes ☐ No (36)

Appeal Considerations (37)
_____
_____
_____

Attachment A-1

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

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Agreed Release Date ___/___/___ (38)

CMVC #_____(39)
DDTS#_____(40)

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<div align="center">

BST Response to CR0040
Last update 8-7-00
(BST response to questions from originator sent on 7-24-00)

</div>

1) Provide a history report *(Need the reports to be more real time)* from LEO/LNPGW that indicates the progress of an LSR through the electronic systems. Provide the following information as applicable:
Tracking must start from the receipt of the LSR at the BellSouth end of the interface (EDI, TAG, or LENS). The start and stop points below are all at LEO or the LNP Gateway reflecting either when it received or sent a transaction. This proposal fails to provide the ability to identify the fact that an LSR becomes stuck between the interface and LSRR/LEO/LNP.

8-7-00 A complete history status will be made available that will track the progress of an LSR through the electronic systems. An updated LEO history will be available every hour. The LNPGW data will be available daily for statuses from the previous day. The reports will provide the following information:

a) Receipt in LEO from EDI (or other electronic interface) or receipt in the LNP Gateway (LNPGW) from LEO (LSRR). *This description indicates that all LSRs go to LEO and that the LSRR is in LEO rather than between the interfaces and LEO and LNP. Please clarify.*

    8-7-00 Receipt from CLEC interface to the LSRR (LSR Router)
    8-7-00 Receipt in LEO or in the LNP Gateway (LNPGW) from LSRR

b) Receipt in LESOG from LEO or receipt in LAUTO from LNPGW
c) Detail information regarding any fallout for manual handling
    i) The system in which the LSR fell out for manual handling
    ii) Reason for fallout
    iii) The time of the fallout (added 8-7-00)
    iv) Time manual fallout is claimed by a service representative
    v) Time manual fallout is resolved by service representative
d) Service order issuance time in SOCS
e) Response from LESOG to LEO or LAUTO to LNPGW *I assume we are discussing rejects, FOCs, jeopardizes and completions in this and the next item. Time Stamps.*
    8-7-00 response from LESOG to LEO or LAUTO to LNPGW including timestamps (such as rejects, FOCs, jeopardies and completions)
f) **8-7-00 Response from receiving interfaces to the CLEC interfaces with timestamp**

Attachment A-4A

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Include a standard set of queries/reports run against the data daily, immediately after it was posted to find and identify "stuck" orders/responses. They should then also have procedures to clear the stuck item.

8-7-00 Items should not become "stuck" unless we are experiencing system outages or anomalies. BellSouth is immediately aware of such situations and provides information to CLECs of such problems, as quickly as possible, via email messages and Web posting by the Electronic Communications Support (ECS) group.

2) Provide a way for the LCSC to correct an LSR in the LNP Gateway if it has been clarified in error, without the CLEC having to submit a SUP.
   (CR 19708 has already been issued and is currently targeted for 1Q01.)

3) The CLEC will need to call the LCSC when an LSR is thought to have been clarified in error so that a service representative can take immediate action to resolve the error and process the request.

4) Significant work was done with OSS99 to enhance error messages to make them much more user friendly. BellSouth is willing to continue to work with CLEC, through the CCP process, to make further improvements. The CLEC will need to identify unclear clarification reasons so that BellSouth can re-word them in a clearer manner. This will eliminate an unnecessary step for the CLEC and allow both BellSouth and the CLEC to be more productive.

8-7-00 NOTE REGARDING LNP:
Currently the LNP architecture is not designed to accommodate real time queries regarding the status of a service order and the location of an LSR with respect to the hand-off between systems. We are currently making architecture changes to the LNP system, which in time may allow a real time query to occur. CLECs can track their orders by viewing the electronic acknowledgements, Firm Order Confirmations/Rejects/Clarifications, Pending Order Status and completion notices sent back upon receipt and processing to help facilitate making porting activity successful.

Attachment A-4A